



UTAH WIC PROGRAM

Vendor Management

Manual for Bookkeeping And Cash-Office Staff



**MANUAL FOR BOOKKEEPING
AND CASH OFFICE STAFF**
UTAH WIC PROGRAM



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Introduction

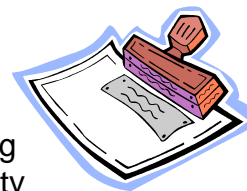
After completing this bookkeeper/cash-office staff manual, you will know about:

- ✓ The WIC Vendor ID/Date stamp
 - Stamp issuance and security
 - Stamp use
- ✓ Checks that are bank ready
- ✓ Errors that can be corrected before deposit
- ✓ Reasons checks are rejected
- ✓ How rejected checks impact your store's revenue
- ✓ Examples of rejected WIC checks
- ✓ Checks that can be resubmitted for deposit
- ✓ Can the State Office help?
- ✓ Screening of paid checks
- ✓ Correspondence

The WIC Vendor ID/Date Stamp

Stamp Issuance and Security

- ❖ Each authorized WIC vendor has been assigned a specific store identification number; this is the large five-digit number that appears on the WIC stamp. Combined with the identification number is a variable date stamp. The stamps are made to exacting specifications for font size and for optical scanning (OCR) capability by the bank.
- ❖ The State WIC office issues all authorized stamps, including any additional or replacement stamps. Initially, one stamp is issued to all authorized WIC food vendors without cost. Worn-out vendor stamps will be replaced by the State WIC Office at no charge; however, the cost of replacing lost, stolen, or additional stamps will be charged to the vendor.
- ❖ If you need a new stamp please contact the State WIC Office. Duplication of a Utah WIC stamp through another source is not authorized. The vendor is responsible for the security of all stamps and it is recommended that they be kept in a locked room. If a stamp is lost or stolen, the vendor is responsible to contact the State WIC Office within two (2) working days.




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Stamp Use

- ❖ The placement of the vendor identification number/date transacted stamp on the WIC check will validate the check for redemption. Without the vendor identification number or the transaction date imprint, the check will be **invalid** and will be returned to the vendor unpaid.

 UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.		75-1248 919	Acct #: 805319	64974576 First Date to Use: 12/1/2012 Last Date to Use: 12/31/2012
Clinic ID: 32-23251 Name: Gabriela Moreno **** MAXIMUM VALUE \$6.00 ****		3900952		PAY EXACTLY
FRESH FRUITS & VEGETABLES ONLY - INVALID FOR MORE THAN MAXIMUM VALUE		FID: 533572		\$
VOID This participant's certification ends on 09/30/2022.		PAY TO WIC VENDOR (STAMP)		23309
		DATE USED (STAMP)		DEC 17 2012
RETAILER NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE.		SOLUTION		X
1164974576 091912482 805319				

Checks That Are Bank Ready

Checks that are ready to be deposited will meet the following criteria:

- The date of the transaction is between the first and last dates to use;
- The correct total amount is written in the "Pay Exactly" box. The total amount does not exceed the maximum reimbursable amount.
For checks, the maximum allowable amount may fluctuate daily based on the retail prices reported to the State WIC office by all vendors of the same peer group; for cash-value-vouchers the maximum is a fixed amount stated on the front.
- A valid vendor ID/date stamp with a readable vendor number and date of transaction is stamped in the "Pay Exactly" box;
- An authorized signature is in the proper box;
- Is deposited within sixty (60) days of the First Date to Use.



Correcting Errors Prior to Deposit

It is possible for the vendor to catch errors before the deposit is made. The State WIC Office highly recommends that the bookkeeper or cash-office staff review all WIC checks for redemption errors prior to submission to the bank. The following errors can be corrected before the check is initially deposited in the bank.

- ❖ **The cashier forgot to write in the total amount in the “Pay Exactly” box:**
 - ⇒ View the copy of the electronic transaction, a copy of the receipt, or re-calculate the check to determine the correct total.
 - ⇒ Write the total on the check.
- ❖ **The cashier sold an unauthorized food item(s):**
 - ⇒ Calculate the correct total by subtracting the cost of the unauthorized food item(s). You may cover the incorrect total with a white sticky label and write the correct total; or you may cross-out the incorrect total and write the correct total in the “Pay Exactly” box.
- ❖ **The cashier wrote the wrong total on the check or charged more than the maximum amount on a cash-value voucher:**
 - ⇒ You may cover the incorrect total with a white sticky label and write the correct total; or you may cross-out the incorrect total and write the correct total in the “Pay Exactly” box.
- ❖ **The cashier charged sales tax:**
 - ⇒ Calculate the correct total by subtracting the tax. Cover the incorrect total with a white sticky label and write the correct total; or you may cross-out the incorrect total and write the correct total in the “Pay Exactly” box.
- ❖ **The written total amount is illegible:**
 - ⇒ Cover with a white sticker or cross-out the illegible writing and re-write the total.
- ❖ **Missing vendor stamp:**
 - ⇒ Stamp the check with the WIC vendor number/date redeemed stamp.
Remember to use the actual date of transaction.
- ❖ **Unreadable vendor stamp (blurred, double stamped, etc.):**
 - ⇒ Cover the imprint with a white sticky label and re-stamp. *Remember to use the actual date of transaction*
- ❖ **There is hand writing in the vendor stamp box:**
 - ⇒ Cover the hand writing with a white sticker and re-stamp as recommended above.
- ❖ **The date stamped does not match the date redeemed:**
 - ⇒ Cover and re-stamp with the correct date.

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Rejected Checks

If checks are deposited without meeting the above criteria, they will be rejected by the bank.


- ❖ If the imprint is blurred:

Blurred Stamp

 UTAH WOMEN, INFANTS & CHILDREN	UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.	75-1248 919	Acct #: 805319	64974578 First Date to Use: 12/1/2012 Last Date to Use: 12/31/2012
Clinic ID: 32-23251 Name: Gabriela Moreno FID: 533572				PAY EXACTLY
1 (DOZEN) MEDIUM EGGS 2 (14 TO 16-OZ SIZE) AUTHORIZED BREAD OR TORTILLAS OR BROWN RICE 1 (GALLON) COW'S MILK - SKIM, 1%, 2% 1 (64-OZ) AUTHORIZED FULL STRENGTH JUICE				\$
VOID SOLUTRAV This participant's certification ends on 09/30/2022.				PAY TO WIC VENDOR (STAMP) 23309
				DATE USED (STAMP) DEC 17 2012
RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutra, Citizens Alliance Bank, Howard Lake, MN 55349. Authorized Payment Settlement				X AUTHORIZED SIGNATURE: PARTICIPANT/GUARDIAN PARTICIPANT
⑈64974578⑈ ⑆091912482⑆ 805319⑈				

- ❖ stamped over more than once:

Double Stamp


 UTAH WOMEN, INFANTS & CHILDREN	UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.	75-1248 919	Acct #: 805319	64974578 First Date to Use: 12/1/2012 Last Date to Use: 12/31/2012
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❖ too light:

Light Stamp

 <p align="center">UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT <small>THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.</small></p>		<p>75-1248 919</p> <p>Acct #: 805319</p> <p>3900953</p>	<p>64974577 First Date to Use: 12/1/2012 Last Date to Use: 12/31/2012</p>
<p>Clinic ID: 32-23251 Name: Gabriela Moreno</p> <p>24 (OUNCES OR LESS) OF WIC APPROVED CEREAL 1 (POUND(S)) PRIVATE LABEL DRIED BEANS/PEAS 2 (GALLON) COW'S MILK - SKIM, 1%, 2%</p> <p align="center">VOID</p> <p align="center">This participant's certification ends on 09/30/2022.</p> <p align="center"><small>RETAILER: NOT VALID MORE THAN 60 DAYS FROM FIRST DAY TO USE. Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349. Customized e-printed documents.</small></p>		<p>FID: 533572</p> <p align="center">VOID</p> <p align="center">SOLUTRAN</p>	<p>PAY EXACTLY</p> <p>\$</p> <p>PAY TO WIC VENDOR (STAMP)</p> <p>DATE USED (STAMP)</p> <p>X</p> <p align="center"><small>AUTHORIZED SIGNATURE: PARENT/GUARDIAN PARTICIPANT</small></p>
<p align="center">⑈64974577⑈ ⑆091912482⑆ 805319⑈</p>			

❖ pressure is uneven when imprinting;

Uneven Stamp

 <p align="center">UTAH WIC PROGRAM UTAH DEPARTMENT OF HEALTH DIVISION OF FAMILY HEALTH & PREPAREDNESS BOX 141013 • SALT LAKE CITY, UTAH 84114-1013 VOID IF VENDOR DOES NOT HAVE A VALID UTAH WIC VENDOR AGREEMENT <small>THIS DOCUMENT HAS A MICROPRINT BORDER AND A WATERMARK. ABSENCE OF THESE WILL INDICATE A COPY.</small></p>		<p>75-1248 919</p> <p>Acct #: 805319</p> <p>3900952</p>	<p>64974576 First Date to Use: 12/1/2012 Last Date to Use: 12/31/2012</p>
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or in any way is difficult to read, the bookkeeper should cover the unreadable imprint with a white sticky label and re-stamp the check. (*Do not use White-out.*)

Lost Revenue

The rejection of a check results in lost revenue or possible violation points for your store.

- ❖ **If the check is rejected by the bank for any of the following reasons, they CANNOT be paid or validated for redeposit:**
 - *Missing the authorized signature.*
 - *The authorized signature is outside of the signature box.*
 - *Redeemed prior to the “First Date to Use” or redeemed after the “Last Date to Use.”*
 - *Submitted to the bank with a missing total amount.*
 - *Deposited after 60 days from the First Date to Use.*
- ❖ **The vendor is not allowed to make any alterations to the original printing on the check. Doing so is a violation and may cause violation points to be assigned to the vendor.**
- ❖ **The vendor CANNOT contact the WIC participant to correct a check problem; or require payment from the WIC client because a WIC check has been or will be rejected.**

Rejected WIC Checks

- ❖ Because of Federal Check 21 regulations, the banks have the option of returning a legal electronic copy of the check (also known as an IRD (Image Replacement Document)) to the vendor rather than the original check. This legal copy is about 2/3 the original size and may be used the same as the original document.

Resubmitting Rejected Checks

The majority of the time the bank will stamp the reason for the rejection on the front of the check.

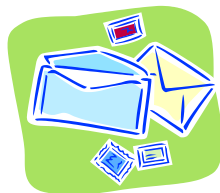
- If the check was rejected and returned to the vendor because of a missing or unreadable vendor identification stamp **ONLY**, the vendor may stamp the front of the check or the legal copy of the check (using the actual date of transaction) and resubmit it to the bank without sending it to the State WIC Office for validation. A sticky white label should be placed over any unreadable marks.

State Office Validation

Some checks may be sent to the State WIC office for a second look. If the check is rejected for exceeding the maximum allowable amount, the vendor can submit it to the State WIC office with a printed copy of the electronic transaction or of the transaction receipt.

- The State office staff reviews each rejected check received in the mail from the vendor. The State WIC Office must validate the check before the bank will consider payment. A date received stamp and an approval stamp is placed on the check by the State Office and the check or the legal copy of the check is mailed back to the vendor for re-deposit.
- For those checks that were rejected because of being over the allowable maximum amount, the printed copy of the transaction or receipt is reviewed to determine whether correct items were sold and whether the prices that were charged are allowable. The State WIC Office may make price adjustments to the total purchase price on checks submitted by the vendor for redemption to ensure compliance with the price limitations applicable to the vendor.
- If the vendor amends, adjusts, corrects, blots out, makes markings over or conceals any validations or adjustment documentation (written or stamped) made by the State WIC Office on the original WIC check or on any electronic copies of the WIC check, violation points may be assigned to the vendor.
- When the vendor has an excessive amount of errors on checks, the vendor can be assigned State WIC Office warnings, violation points, or sanctions. An excessive amount is considered to be more than three rejected checks in a month and greater than 1% of all checks redeemed. For checks that are missing vendor stamps, the excessive amount is 10 checks in a month and greater than 1% of all checks redeemed. The purpose of warning letters is to call attention to the problem and give the vendor a chance to properly train or retrain any employees who may be responsible for the errors. If the same errors continue after the vendor has been given a chance to correct the problem, violation points may be assigned which may result in a suspension. Contact the State WIC Office if you need any assistance with WIC training or if you need additional training materials.

- When mailing checks to the Utah WIC Program, they should be addressed to:



Utah WIC Program
Vendor Management Coordinator
P.O. Box 141013
Salt Lake City, UT 84114-1013

This address is also printed in the top left-hand corner of the check.

Screening of Paid Checks

Checks that have been paid by the State WIC Office may later be screened for overcharge and if a problem is found the vendor may be asked to reimburse the State WIC Office the difference, or justify the cause of the overcharge. Failure to reimburse/refund the State WIC Office for requested claims for overcharge within thirty (30) days after receiving a certified letter may result in sanction points.

Correspondence

Most correspondence from the State WIC Office will be sent back to the store manager/director, the owner or a designated WIC contact person. Please remember that any certified mail correspondence received from the Utah WIC program is urgent and should be read carefully.

Conclusion

- ❖ This manual has briefly covered aspects of the WIC program that all bookkeepers and cash-office staff in a WIC authorized store should understand. Additional detailed information can be found by reading the Training Module for Cashiers, the WIC Vendor Training Manual, or the WIC Vendor Agreement. If you have further questions please call the State WIC Office at 1-877-WIC-KIDS.